



CALIFORNIA DEPARTMENT OF  
**Mental Health**

**Emily Q Settlement Team:  
Technical Assistance,  
Communication and Training  
(TACT) Task Group**

**Charter  
January 2009**

# Technical Assistance, Communication and Training Task Group Charter

<b>Introduction</b>	The full name of this task group is the Emily Q Technical Assistance, Communication, and Training task group, or TACT. The task group was proposed in October 2008 as part of the Emily Q Settlement Team Nine-Point Plan submitted to the Court on September 24, 2008. This plan was approved by the Honorable A. Howard Matz, U.S. District Judge, Central District of California, on November 14, 2008. Membership is drawn from the State Departments of Mental Health and Health Care Services, county mental health plans, plaintiffs, providers, and contractors. The task group was formed to create a plan and implement technical assistance and training for partners and stakeholders in relation to the improvements in TBS services. The task group is also responsible for coordinating communications regarding these services.
<b>Mission/Goal</b>	<p>Develop a TBS Training and Technical Assistance Plan, corresponding training and documentation manuals, and an outreach plan to reach all class members and provider organizations and agencies serving members of the class.</p> <p>TACT will adopt the Emily Q Settlement Team's standard criteria for success:</p> <ul style="list-style-type: none"> <li>• Do-able.</li> <li>• Not let the perfect be the enemy of the good.</li> <li>• Within the law and Court Order.</li> <li>• Increase utilization.</li> <li>• Decrease disproportions between counties.</li> <li>• Evidence of improvement: Quantitative and qualitative.</li> <li>• Aligned with the interests.</li> <li>• Simplicity.</li> <li>• Sustainability.</li> <li>• Faster service access.</li> </ul>
<b>Guiding Principles</b>	<ul style="list-style-type: none"> <li>• Parents/caretakers/clients are to be extensively involved in this planning and implementation process.</li> <li>• Collaboration among State and County departments is essential to the success of TACT.</li> <li>• Utilization of new technologies will enhance training, communications, and technical assistance efforts.</li> <li>• It is important to reach the affected class of consumers and their supports, stakeholders, professionals, and government partners.</li> </ul>

<b>Task Force Objectives</b>	<ul style="list-style-type: none"> <li>• Expanded training statewide,</li> <li>• Increased county participation,</li> <li>• Better TBS services,</li> <li>• Increased compliance with program and fiscal audit requirements,</li> <li>• Better outcomes, and</li> <li>• Increased TBS access and utilization statewide.</li> <li>• Focus on reaching class members and those involved in helping class members obtain services that are currently unknown to the MHPs.</li> <li>• Partner with other organizations for electronic links and outreach.</li> <li>• Promote the dissemination of information regarding the availability of TBS and how to access the service as class members.</li> </ul>
<b>Workgroup Organization</b>	<p>The Executive Sponsor for this task group is:</p> <ul style="list-style-type: none"> <li>• <b>Stan Bajorin</b>, Acting Chief Deputy Director, DMH</li> </ul> <p>The Chair of this task group is:</p> <ul style="list-style-type: none"> <li>• <b>Sean Tracy</b>, Chief – Office of Strategic Planning and Policy, DMH</li> </ul> <p>The lead analyst for this task group is:</p> <ul style="list-style-type: none"> <li>• <b>Yvette Bell</b>, Analyst – Office of Strategic Planning and Policy, DMH</li> </ul>
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• DMH shall establish a comprehensive training plan and process with an established training organization.</li> <li>• The training contractor shall utilize a variety of adult learning models in the training.</li> <li>• DMH shall provide regional trainings across the state annually for three years, beginning in 2009.</li> <li>• In addition to TBS service providers, DMH and county staff responsible for TBS policy and program audits will also receive this TBS training.</li> <li>• DMH shall, in coordination with the Training program described above, develop, publish, and endorse written manuals and other media materials that accompany the training effort.</li> <li>• Develop a manual for chart documentation and audit procedures.</li> <li>• Develop practice protocols as a way to disseminate the TBS Best Practice description and other training strategies.</li> <li>• Adopt an electronic information dissemination strategy; hire a contractor to implement this “E” strategy to class members.</li> </ul>
<b>Scope Inclusions</b>	<ul style="list-style-type: none"> <li>• Best Practices Manual</li> <li>• DVDs &amp; Webinars for training of TBS best practices</li> <li>• Emily Q Nine Point Plan</li> <li>• Level II Focus on ten selected counties</li> <li>• Practice and Chart Manuals for MHPs and providers</li> <li>• Improving Service Integrity</li> </ul>

	<ul style="list-style-type: none"> <li>• Statewide and Regional Training and Technical Assistance</li> <li>• Strategic Outreach regarding TBS services</li> </ul>
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>• Counties</li> <li>• Courts</li> <li>• Department of Health Care Services</li> <li>• Department of Mental Health</li> <li>• Department of Social Services</li> <li>• Special Master/Court</li> <li>• TBS Class</li> </ul>
<b>Authority</b>	<ul style="list-style-type: none"> <li>• Under the Order of the Honorable Howard Matz, U.S. District Judge, Central District of California, a Nine-Point Implementation Plan was approved and specific contractors authorized to carry out this work. The order and Plan can be found on the DMH website.</li> <li>• This ASIS task group is directly implementing Points 6-8 of the approved Plan.</li> </ul>
<b>Member Roles and Responsibilities</b>	<p>The task group is responsible for providing the deliverables specified in this Charter. As such, members are asked to:</p> <ul style="list-style-type: none"> <li>• Participate fully in monthly meetings.</li> <li>• Read and consider materials to prepare for task group Meetings.</li> <li>• Complete assignments.</li> <li>• Provide expertise, guidance, and organizational information.</li> <li>• Bring issues and information that impact the task group to the table.</li> <li>• Work in a collaborative, constructive, and thoughtful manner.</li> </ul> <p>Inform members of any administrative, legal, regulatory, political, or program issues that can support or detract from the task group mission and success.</p>
<b>Workgroup Management</b>	<ul style="list-style-type: none"> <li>• The details of the project management process are to be defined by the task group Chair.</li> <li>• Members will identify business needs, documentations, and processes that will support the task group's success.</li> <li>• The task group will conduct evaluations every month to determine progress, obstacles, and successes of the task group.</li> </ul>

<b><i>Communication Plan</i></b>	<ul style="list-style-type: none"> <li>• Task group meetings will be held every month, prior to the larger Emily Q Settlement Team meetings.</li> <li>• Any reports or updates produced will be communicated to the Emily Q Settlement Team.</li> <li>• The chair and task group analyst will make every effort to inform and communicate with other initiatives impacting the task group mission/goal.</li> </ul>
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Task Force Roster			
Members	E-mail	Organization	Title
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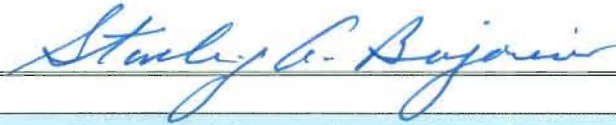
### Charter Acceptance

**Executive Sponsor**

**Stan Bajorin**, Acting Chief Deputy Director, DMH

Date: 3/19/2009

Signature:



### Document Control

Revision # / Date	Revision Description
1.00/November 21, 2008	1 <sup>st</sup> Draft
2.00 / January 5, 2009	2 <sup>nd</sup> Draft: Emily Q Implementation workgroup updates; Criteria to evaluate options added to mission statement; Roster updated.
3.00/ March 19, 2009	3 <sup>rd</sup> Draft: Update new Chief Deputy Executive Sponsor; Roster updated.